2013 Annual Consumer Confidence Report

Lincoln Oaks
PWS ID: 3410013

CALIFORNIA AMERICAN WATER

Este informe contiene información muy importante sobre su agua potable. Tradúzcalo o hable con alguien que lo entienda bien.

Mahalaga ang impormasyong ito. Mangyaring ipasalin ito.

**Данный рапорт содержит важную информацию о вашей питьевой воде.
Переведите его или проконсультируйтесь с тем, кто его понимает.**

Chi tiết này thật quan trọng.
Xin nhờ người dịch cho quý vị.

A Message from California American Water President Rob MacLean

To Our Valued Customer:

We are proud to be your water service provider and we are proud to share with you this information about the quality of the water we deliver to your home. This report, called an Annual Water Quality Report or a Consumer Confidence Report, summarizes the results of tests that we conducted on the water we served you during 2013. As in years past, we provided water that met or exceeded all state and federal regulations. At about a penny a gallon - and for most people their least expensive utility bill - it is still quite a value.

Our employees work all day long and all year long to make sure water is there when you and your family need it, whether it is for cooking, cleaning or bathing or whether it is for firefighting, public health or to assist our economy. Keeping the water supply flowing to you requires continual investment in our infrastructure, and in 2013 alone we invested more than 54 million to maintain and improve our water infrastructure in California. While most of these projects are underground or out of sight, they are direct investments that improve your community and improve the water supply for your family.

Please take time to review this report and learn more about the water you drink every day. You will note there are results for both "source" or untreated water and treated water that is delivered to your home. As a reminder, this is a summary of test result for the year ending December 31, 2013.

Sincerely,

Rob G. MacLean
President, California American Water

Our Commitment to Quality

Once again, we proudly present our Annual Water Quality Report. This document covers compliance testing completed through December 2013. We are pleased to tell you that our compliance with state and federal drinking water regulations remains exemplary. As in the past, we are committed to delivering the best quality drinking water. To that end, we remain vigilant in meeting the challenges of source water protection, water conservation, and community education while continuing to serve the needs of all our water users.

AT ABOUT A PENNY PER GALLON WATER IS A GREAT VALUE™

About California American Water

California American Water, a wholly owned subsidiary of American Water (NYSE: AWK), provides high-quality and reliable water and/or wastewater services to approximately 600,000 people. California American Water, with the support of American Water, has the technical support of a global network and the local knowledge to provide the highest quality water with personal service

About American Water

Founded in 1886, American Water is the largest publicly traded U.S. water and wastewater utility company. With headquarters in Voorhees, N.J., the company employs approximately 6,700 dedicated professionals who provide drinking water, wastewater and other related services to an estimated 14 million people in more than 30 states, and parts of Canada. More information can be found by visiting www.amwater.com.

What is a Consumer Confidence Report?

To comply with state and U.S. Environmental Protection Agency (USEPA) regulations, California American Water issues a report annually describing the quality of your drinking water. The purpose of this report is to raise your understanding of drinking water and awareness of the need to protect your drinking water sources. In 2013, we conducted tests for over 250 contaminants at numerous sampling points in your water system, all of which were below state and federal maximum allowable levels. This report provides an overview of last year's (2013) water quality. It includes details about where your water comes from and what it contains. The data presented in this report is a combination of data from our nationally recognized main water quality lab, and commercial laboratories, all certified in drinking water testing by the California Department of Public Health.

If you have any questions about this report or your drinking water, please call our Customer Service Center at (888) 237-1333.

Share This Report

Landlords, businesses, schools, hospitals and other groups are encouraged to share this important water quality information with water users at their location who are not billed customers of California American Water and therefore do not receive this report directly.

About Your Water

Water in the Lincoln Oaks system comes from deep wells that pump groundwater from aquifers here in the Sacramento Valley. These wells are all located within the geographic boundaries of our Lincoln Oaks service area. California American Water uses drinking water treatment technologies including granular activated carbon (GAC) at some sources to remove low-levels of organic chemical contaminants; as well as chlorinating the water to ensure that the water supply meets bacteriological quality standards

California American Water also supplements the Lincoln Oaks system with surface water purchased from the Sacramento Suburban Water District (SSWD). Surface water treatment technologies include conventional treatment (coagulation, sedimentation, filtration and disinfection). California American Water did not purchase water from SSWD during 2013 due to the drought.

The water supply is distributed for residential and commercial use.

Notice of Source Water Assessment

An assessment of the drinking water sources in the Lincoln Oaks system was completed in February 2003. The sources are considered most vulnerable to the following activities (associated with detected chemicals): dry cleaners, sewer collection systems, known plumes, fertilizer, and pesticide/herbicide application.

Although not associated with any detected chemicals the sources are also considered vulnerable to the following activities: automobile – gas stations and body shops, underground storage tanks – confirmed leaking tanks, photo processing/printing, and historic gas stations.

A copy of the completed assessment may be viewed at: California American Water; 4701 Beloit Drive; Sacramento, CA 95838.

An assessment of the surface water source from SSWD was conducted in 2001 by the San Juan Water District. The source is considered most vulnerable to potential contamination from the Folsom Lake State Recreation Area facilities, high-density housing and associated activities such as sewer and septic systems and fertilizer, pesticide and herbicide application, as well as illegal activities and dumping.

What are the Sources of Contaminants?

The sources of drinking water (both tap water and bottled water) include rivers, lakes, streams, ponds, reservoirs, springs and wells. As water travels over the surface of the land or through the ground, it dissolves naturally-occurring minerals, and in some cases, radioactive material, and can pick up substances resulting from the presence of animals or human activity.

In order to ensure that tap water is safe to drink, the USEPA and the California Department of Public Health (Department) prescribe regulations that limit the amount of certain contaminants in water provided by public water systems. Department regulations also establish limits for contaminants in bottled water that must provide the same protection for public health.

Contaminants that may be present in source water include:

Microbial Contaminants, such as viruses and bacteria, which may come from sewage treatment plants, septic systems, agricultural livestock operations, and wildlife.

Inorganic Contaminants, such as salts and metals, which can be naturally-occurring, or may result from urban stormwater runoff, industrial or domestic wastewater discharges, oil and gas production, mining, or farming.

Pesticides and Herbicides, which may come from a variety of sources, such as agriculture, urban stormwater runoff, and residential uses.

Organic Chemical Contaminants, including synthetic and volatile organic chemicals that are by-products of industrial processes and petroleum production, and can also come from gas stations, urban storm water runoff, agricultural application and septic systems.

Radioactive Contaminants, which can be naturally-occurring, or may be the result of oil and gas production and mining activities.

Source Water Protection Tips for Consumers

Protection of drinking water is everyone's responsibility. You can help protect your community's drinking water sources in several ways:

- Eliminate excess use of lawn and garden fertilizers and pesticides- they contain hazardous chemicals that can reach your drinking water sources
- Pick up after your pets
- Dispose of chemicals properly; take used motor oil and antifreeze to a recycling center (http://www.emd.saccounty.net/HowDoI/DisposeofHouseholdHazardousWaste.html)
- Do not dispose of unused medications down the drain
- Use environmentally friendly soaps and detergents when washing your vehicles

Educational Information – Special Health Information

Drinking water, including bottled water, may reasonably be expected to contain at least small amounts of some contaminants. The presence of contaminants does not necessarily indicate that water poses a health risk. You can obtain more information about contaminants and potential health effects by calling the USEPA's Safe Drinking Water Hotline (800) 426-4791.

Some people may be more vulnerable to contaminants in drinking water than the general population. Immuno-compromised persons such as persons with cancer undergoing chemotherapy, persons who have undergone organ transplants, people with HIV/AIDS or other immune system disorders, some elderly, and infants may be particularly at risk from infections. These people should seek advice about drinking water from their health care providers. USEPA and the Centers for Disease Control and Prevention (CDC) guidelines on appropriate means to lessen the risk of infection by *Cryptosporidium* and other microbial contaminants are available from the USEPA's Safe Drinking Water Hotline (800) 426-4791.

If present, elevated levels of lead can cause serious health problems, especially for pregnant women and young children. Lead in drinking water is primarily from materials and components associated with service lines and home plumbing. California American Water is responsible for providing high quality drinking water, but cannot control the variety of materials used in plumbing

components. When your water has been idle for several hours, you can minimize the potential for lead exposure by flushing your tap for 30 seconds to 2 minutes before using water for drinking or cooking. If you are concerned about lead in your water, you may wish to have your water tested. Information on lead in drinking water, testing methods, and steps you can take to minimize exposure is available from the Safe Drinking Water Hotline or at http://www.epa.gov/safewater/lead.

How to Contact Us

If you have any questions about this report, your drinking water, or service, please call California American Water Customer Service toll free: (888) 237-1333.

Water Information Sources

California American Water http://www.amwater.com/caaw/	**Centers for Disease Control and Prevention** http://www.cdc.gov/
California Department of Public Health http://www.cdph.ca.gov/programs/pages/dwp.aspx	**American Water Works Association** http://www.awwa.org/
United States Environmental Protection Agency (USEPA) http://water.epa.gov/drink/index.cfm	**Water Quality Association** http://www.wqa.org/
Safe Drinking Water Hotline: (800) 426-4791	**National Library of Medicine/National Institute of Health** http://www.nlm.nih.gov/medlineplus/drinkingwater.html

How to Read This Table

California American Water conducts extensive monitoring to ensure that your water meets water quality standards. The results of our monitoring are reported in the adjacent tables. While most of the monitoring was conducted in 2012, certain substances are monitored less than once per year because the levels do not change frequently. For help with interpreting this table, see the "Definition of Terms" section.

Starting with a **Substance**, read across. **Year Sampled** is usually 2012 or the most recent data from a prior year. **MCL** shows the highest level of the substance (contaminant) allowed. **PHG** (or **MCLG**) is the goal level for that substance (this may be lower than what is allowed). **Average Amount Detected** represents the (calculated) average level of that substance from the drinking water sources that California American Water used in 2012. **Range** tells the highest and lowest amounts measured. A "**No**" under **Violation** indicates that regulatory requirements were met. **Major Sources in Drinking Water** tells where the substance usually originates.

Definition of Terms

AL (Action Level): The concentration of a contaminant which, if exceeded, triggers treatment or other requirements that a water system must follow.

MCL (Maximum Contaminant Level): The highest level of a contaminant that is allowed in drinking water. Primary MCLs are set as close to the PHGs (or MCLGs) as is economically and technologically feasible.

MCLG (Maximum Contaminant Level Goal): The level of a contaminant in drinking water below which there is no known or expected risk to health. MCLGs are set by the USEPA.

MFL (Million Fibers per Liter): The number of asbestos fibers (in millions) per liter that are greater than 10 microns in length.

MRDL (Maximum Residual Disinfectant Level): The highest level of a disinfectant allowed in drinking water. There is convincing evidence that addition of a disinfectant is necessary for control of microbial contaminants.

MRDLG (Maximum Residual Disinfectant Level Goal): The level of a drinking water disinfectant below which there is no known or expected risk to health. MRDLGs do not reflect the benefits of using disinfectants to control microbial contaminants.

NA: Not applicable

ND: Not detected

NR: Not reported

Notification Level: The concentration of a contaminant which, if exceeded, requires notification to the California Department of Public Health and the consumer. Not an enforceable standard.

NR: Not recorded

NTU (Nephelometric Turbidity Units): Measurement of the clarity, or turbidity of the water.

pCi/L (picocuries per liter): Measurement of the natural rate of disintegration of radioactive contaminants in water (also beta particles).

PDWS (Primary Drinking Water Standard): MCLs and MRDLs for contaminants that affect health along with their monitoring and reporting requirements, and water treatment requirements.

pH: A measurement of acidity, 7.0 being neutral.

PHG (Public Health Goal): The level of a contaminant in drinking water below which there is no known or expected risk to health. PHGs are set by the California Environmental Protection Agency.

ppb (parts per billion): One part substance per billion parts water, or micrograms per liter.

ppm (parts per million): One part substance per million parts water, or milligrams per liter.

SMCL (Secondary Maximum Contaminant Level): SMCLs are set to protect the aesthetic properties of drinking water (odor, taste and appearance).

TOC: Total Organic Carbon.

TON: Threshold Odor Number

Total Dissolved Solids: An overall indicator of the amount of minerals in water.

Treatment Technique TT: A required process intended to reduce the level of a contaminant in drinking water.

µmhos/cm (micromhos per centimeter): A measure of electrical conductance.

Water Quality Results

Regulated Substances

Substance (units)	Year Sampled	MCL	PHG (MCLG)	Average Amount Detected	Range Low-High	Violation	Major Sources in Drinking Water
Arsenic (ppb)	2012	10	0.004	ND	ND – 2	No	Erosion of natural deposits; Runoff from orchards; Glass, and electronics production wastes
Asbestos (MFL)	2011-2012	7	7	ND	ND	No	Internal corrosion of asbestos cement water mains; Erosion of natural deposits
Barium (ppm)	2012	1	2	ND	ND – 0.1	No	Discharges of oil drilling wastes and from metal refineries; Erosion of natural deposits
Chromium (ppb)	2012	50	(100)	ND	ND - 33	No	Some people who use water containing chromium in excess of the MCL over many years may experience allergic dermatitis.
Fluoride (ppm)	2012	2.0	1	0.2	0.12 – 0.26	No	Erosion of natural deposits; Water additive which promotes strong teeth; Discharge from fertilizer and aluminum factories
Uranium (pCi/L) [1]	2006	20	0.43	ND	ND – 1.84	No	Erosion of natural deposits
Nitrate as NO_3 (ppm)	2013	45	45	8.4	ND – 16.2	No	Runoff and leaching from fertilizer use; Leaching from septic tanks and sewage; Erosion of natural deposits
Tetrachloroethylene (PCE) (ppb)	2013	5	0.06	ND	ND – 4.0	No	Discharge from factories, dry cleaners, and auto shops (metal degreaser)
Trichloroethylene (TCE) (ppb)	2013	5	1.7	ND	ND – 0.6	No	Discharge from metal degreasing sites and other factories
Radium 228 (pCi/L)	2006 - 2007	5 [2]	0.019	ND	ND – 3.23	No	Erosion of natural deposits
Distribution System Monitoring							
Chlorine (ppm)	2013	MRDL = 4.0	MRDLG = 4.0	0.59	0.44 – 0.76	No	Treatment chemical used to disinfect drinking water
Total Trihalomethanes (TTHM) (ppb)	2013	80	NA	1.1 [3]	ND – 4.2	No	By-product of drinking water disinfection
Haloacetic Acids (ppb)	2013	60	NA	2.3 [3]	ND – 7.7	No	By-product of drinking water disinfection

[1] Uranium monitoring was required at only one well in the Lincoln Oaks system in 2006.
[3] Radium 228 does not have its own MCL. The MCL for total radium (radium 226 & radium 228) is shown. Monitoring for radium 226 was not required.
[4] The "Average Amount Detected" is Highest Running Annual Average.

Secondary Substances

Substance (units)	Year Sampled	SMCL	Average Amount Detected	Range Low-High	Violation	Typical Source
Chloride (ppm)	2012	500	39	15 – 74	No	Runoff/leaching from natural deposits; Seawater influence
Color (units)	2012	15	1	ND - 10	No	Naturally-occurring organic materials
Iron (ppb)	2012	300	ND	ND - 227	No	Leaching from natural deposits; Industrial wastes
Manganese (ppb)	2012	50	ND	ND – 64	No	Leaching from natural deposits; Industrial wastes
Specific Conductance (µmhos/cm)	2012	1,600	387	290 – 500	No	Substances that form ions when in water; Seawater influence
Sulfate (ppm)	2012	500	11	3 –22	No	Runoff/leaching from natural deposits; Industrial wastes
Total Dissolved Solids (ppm)	2012	1,000	281	230 – 350	No	Runoff/leaching from natural deposits
Turbidity (NTU)	2012	5	ND	ND – 0.21	No	Soil runoff

Lead and Copper (tap water samples)

Substance (units)	Year Sampled	Action Level	PHG (MCLG)	Number of Samples	Amount Detected at 90th Percentile	Homes Above Action Level	Violation	Typical Source
Copper (ppm)	2013	1.3	0.3	30	0.56	0	No	Internal corrosion of household plumbing systems; Erosion of natural deposits; Leaching from wood preservatives
Lead (ppb)	2013	15	0.2	30	1.0	0	No	Internal corrosion of household plumbing systems; Erosion of natural deposits; Discharges from industrial manufacturers

Cryptosporidium Monitoring

Cryptosporidium is a microbial pathogen found in surface waters throughout the U.S. Although filtration removes *Cryptosporidium*, the most commonly used filtration methods cannot guarantee 100% removal. Monitoring indicates the presence of these organisms in source water and/or finished water. Current test methods do not allow us to determine if the organisms are dead or if they are capable of causing disease. Ingestion of *Cryptosporidium* may cause cryptosporidiosis, an abdominal infection. Symptoms of infection include nausea, diarrhea, and abdominal cramps. Most healthy individuals can overcome the disease within a few weeks. However, immuno-compromised people are at greater risk of developing life-threatening illness. We encourage immuno-compromised individuals to consult their health care provider regarding appropriate precautions to take to avoid infection. *Cryptosporidium* must be ingested to cause disease, and it may be spread through means other than drinking water. You can obtain more information on appropriate means to lessen the risk of infection by *Cryptosporidium* and other microbial contaminants by calling the USEPA's Safe Drinking Water Hotline (800) 426-4791.

Radon

Radon is a radioactive gas that you cannot see, taste, or smell. It is found throughout the United States. Radon can move up through the ground and into a home through cracks and holes in the foundation. Radon can build up to high levels in all types of homes. Radon can also get into indoor air when released from tap water when showering, washing dishes, or doing other household activities with water. Compared to radon entering the home through soil, radon entering the home through tap water in most cases will be a minor source of radon in indoor air. Radon is a known human carcinogen. Breathing air containing radon can lead to lung cancer. Drinking water containing radon may also cause increased risk of stomach cancer. If you are concerned about radon in your home, test the air inside. Testing is inexpensive and easy. You should pursue radon removal for your home if the level of radon in your air is 4 picocuries per liter of air (pCi/L) or higher. There are simple ways to fix a radon problem that are not too costly. For additional information, call your state radon program (800) 745-7236, the USEPA Safe Drinking Water Hotline (800) 426-4791, or the National Safety Council's Radon Hotline (800) SOS-RADON.

Additional Water Quality Parameters of Interest

This table shows average levels of additional water quality parameters which are often of interest to consumers. The averages shown here are calculated from the levels detected at each source used to supply water in 2013. Values may vary from day to day. There are no health-based limits for these substances in drinking water.

Additional Constituents

Substance (units)	Year Sampled	Lincoln Oaks	
		Average Amount Detected	Range Low-High
Alkalinity as $CaCO_3$ (ppm)	2012	120	110 - 140
Calcium (ppm)	2012	26	20 - 36
Magnesium (ppm)	2012	14	12 - 20
pH	2012	8.0	7.8 - 8.2
Radon (pCi/L)	2006	160	ND - 378
Silica (ppm)	2012	81	75 - 90
Sodium (ppm)	2012	31	15 - 56
Total Hardness as $CaCO_3$ (ppm)	2012	123	98 - 170